

Quality Corner 2020

California Kids Care (CKC)



The Rady Children's Hospital California Kids Care (CKC) programs serves children with the following eligible CCS conditions: Cystic Fibrosis, Acute Lymphoblastic Leukemia, Diabetes Types 1 and 2, Hemophilia, and Sickle Cell Disease. In June, the CKC Quality team completed a Population Needs Assessment (PNA) through a CKC Member Survey and the CAHPS Health Plan Survey for Children with Chronic Conditions. The purpose of PNA is to offer a meaningful understanding of the needs of CKC members, identify gaps between which needs are being met and not being met and serve as a foundation for setting priorities for the development of methods to meet member needs.

KEY PNA FINDINGS

Overall, key findings were positive and indicate that CKC Members are satisfied with their experience. Members expressed gratitude in regards to personalized attention, alleviating care coordination burdens (i.e. calling CCS, arranging transportation needs), and for the fun quarterly events provided for families. Two primary areas of focus identified include Member access to care in regards to ability to get the care, tests, or treatment their child needed; and the emotional well-being of our Members.

Another significant consideration is the timing of the administration of the PNA as it was performed prior to the COVID-19 pandemic and information obtained may have shifted as a result of the pandemic and ensuing crisis. Stressors such as loss of employment, increased food insecurity, and additional financial issues were likely experienced by Members already facing substantial socioeconomic challenges. Social distancing has led to reports of feelings of isolated, loneliness, anxiety, depression, behavioral regression and anger. School routines that provide a structure for children and the loss of this routine, and loss of support and guidance from school professionals, may result in somatic complaints, and behavioral and emotional issues resulting in greater mental or emotional health disturbances. With this in mind, the CKC team developed three action plans to address member access, emotional well-being, and a response to the COVID pandemic.

ACTION PLAN SUMMARIES

Emotional Wellbeing

- Review depression and anxiety screenings
- Targeted education and resources
- Virtual opportunities

Access

- Review third next available report with departments
- Assist with MyChart activation for telehealth visits
- Empower and teach self management skills to families
- Sending annual birthday cards with reminders of needed well care
- Disease specific postcards with diagnostic reminders
- Phone outreach

COVID-19 Response

- Patient outreach
- Emergency supply of medications
- Patient education

CKC is committed to providing disease-specific and wellness education to our Members and their families. Ken Morris, M.D., CPCMG Chief Medical Officer is the CKC PCP Liaison. If there are any unmet educational needs of our CKC Members, he can collaborate with CKC Quality and Health Education leadership to address and improve needs. For questions, please contact Keri Carstairs, MD, CKC Senior Medical Director (kcarstairs@rchsd.org) or Donna Donoghue, MSN, CKC Quality Director (ddonoghue@rchsd.org).